

# APRIL

# TRAINING SCHEDULE

## Organizational Development

April 2016

**Creative Thinking Restored**  
4/05 8:30-4:30 #1023-01

**LCW FLSA Hot Topics**  
4/06 9:00-12:00 #1024-01

**LCW Sick & Disabled EE**  
4/06 1:00-4:00 #1025-01

**Growing Your Professional Self**  
4/12 8:30-11:00 #0681-05

**New Employee Orientation**  
4/15 8:30-3:30

**Managing Up the Organization**  
4/19 8:30-10:00 #1026-01

**Memory Fit**  
4/19 10:30-12:00 #0643-06

**Effective Delegation**  
4/19 1:00-2:30 #0850-04

**Microsoft Word Level 2**  
4/21 8:30-4:00 #0508-05

**Microsoft Excel 2010 Level 1**  
4/26 8:30-4:00 #0509-15

**Goal Setting**  
4/27 8:30-11:00 #1032-01

**Negotiation in Complex  
Environments**  
4/28 8:30-4:00 #0905-02

**Microsoft Excel 2010 Level 2**  
4/28 8:30-4:00 #0510-21

**AFI Webinar**  
Coaching Your Own Self  
Length: 60 Minutes



## Negotiation in Complex Environments

Do you work on contracts? Enroll today in **Negotiation in Complex Environments**, presented by Dr. Laree Kiley, to increase your skills and abilities for preparing and managing contracts, vendors and service providers. This course covers the most current tried and tested behaviors in the field of negotiation. Learn how to achieve the most beneficial outcomes for all negotiating parties while ensuring the outcomes are in the best interest of the public and that negotiating parties' relationships remain positive. (See page 6)

## Creative Thinking Restored

Increasingly we hear about creative thinking in the workplace. Join Tyler Wade, who is presenting the new course **Creative Thinking Restored**, and learn about the role creative thinking plays in the workplace. In this course you will identify individual and organizational opportunities for creativity, how to overcome blocks to creativity, analyze situations that require creative thinking and be more creative in problem-solving and decision-making roles. (See page 5)



Interested in a course, but not sure how to Enroll?

Use ACORN Self-Service or contact your Department Training Coordinator.

*ACORN > Main Menu > Self Service > Learning and Development*

For more information, contact OD at [Learning@placer.ca.gov](mailto:Learning@placer.ca.gov) or 530-886-4670.

Classes are held at OD Training Room 1, 11486 B Avenue in Auburn unless otherwise noted.

# RETIREMENT PLANNING

Are you thinking about retirement in the next 1-5 years?

Attend **Planning Your Retirement** to receive valuable information about **CalPERS** benefits and the strategic choices you can make to maximize your retirement pension.

**APRIL 20, 2016**

## **Planning Your Retirement**

**Date:** Wednesday, April 20, 2016  
**Time:** 9:00 a.m. - 11:00 a.m.  
**Location:** Board of Supervisor  
Chambers (Domes)  
175 Fulweiler Drive, Auburn  
**Reserve:** Online [my.CalPERS.ca.gov](http://my.CalPERS.ca.gov)  
Select: [Education Resources](#)  
Select: [View Classes](#)  
Scroll: [Employer Sponsored](#)  
Select: [Planning Your Retirement \(Placer County\)](#)

## **Planning Your Retirement**

Seminar is back by popular demand!

Presented by **CalPERS** and  
Placer County **Human Resources**



## **How to Register for my|CalPERS**

Not registered yet?

Go to [my.calpers.ca.gov](http://my.calpers.ca.gov) and follow these steps:

- 1 On the Pre-Log In page, select **Participant** and **Continue**.
- 2 Select **Register Now**.
- 3 Accept the terms and conditions under the **Security Agreement**.
- 4 Identify yourself by providing your name, date of birth, last four digits of your Social Security number or your CalPERS Identification number.
- 5 Answer a set of questions about your CalPERS account to verify your identity.
- 6 Create a Username and Password, and enter your email address.
- 7 Choose a personal security image and message.
- 8 Choose your security questions and answers. It's important to choose questions and answers you will remember.
- 9 Log in to my|CalPERS.

# April Classes



Communication

## COMMUNICATION MANAGING UP THE ORGANIZATION

**Tuesday 4/19      8:30-10:00    #1026-01**

Instructor: Joan Zeglarski      Target Audience: Everyone

By the end of this workshop, participants should be better able to understand what it takes to effectively influence and manage those above them in the organization to help them, their boss and the organization to be more successful.



Cooperation

## COOPERATION MEMORY FIT

**Tuesday 4/19      10:30-12:00    #0643-06**

Instructor: Joan Zeglarski      Target Audience: Everyone

This session will present an introduction to how our memory processes work...and don't work; explore several techniques to better record and recall facts, figures and people; and provide you with information about life-style choices that can help to ensure a healthy memory process.



Delegation

## DELEGATION EFFECTIVE DELEGATION (...NOT JUST FOR BOSSES)

**Tuesday 4/19      1:00-2:30      #0850-04**

Instructor: Joan Zeglarski      Target Audience: Everyone

This session helps participants be more productive by giving them two different models to increase their effectiveness at delegation. Also covered in the session are ideas of what to delegate, how to do it and how to get results doing it. The concepts covered in this session are useful whether or not participants supervise others, they can be used to effectively manage up, down and across the organization.



Voices of Lincoln Toastmasters  
Contact: [scnunez@gmail.com](mailto:scnunez@gmail.com)

Date: April 14, 2016  
Time: 6:30 p.m. - 8:00 p.m.

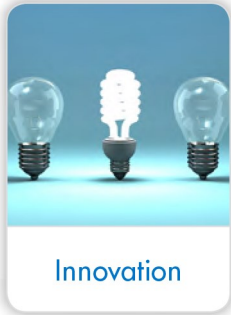
Location: Willow Room, Lincoln Public Library  
485 Twelve Bridges Drive, Lincoln

JOIN US FOR AN  
**OPEN HOUSE**  
to Gain Confidence  
and Find Your Voice



WHERE LEADERS  
ARE MADE

# April Classes



## INNOVATION

### **COACHING YOUR OWN SELF Webinar**

Available online at your workstation through TargetSolutions, Self-Assign. [Access TargetSolutions](#)

Instructor: Sponsored by Alliance for Innovation

Target Audience: Everyone

How do you keep yourself relevant? How are you enriching your own life and others? In this webinar, Peter Burchard explores what he believes is the single most important ingredient to influence and career success - the ability to see and coach your own self in the context of your career goals, obstacles and interactions with other. The problem, Peter suggests, is that we "don't always see or accept the truth about our own self and this can become the most significant obstacle to a more meaningful future." Based on his experiences as a city manager, health care executive, coach and his training with the Gestalt Institute of Cleveland, Peter leads a lively discussion focused on being a stronger thinker, contributor and influencer. He shares insight on the following:

- How specific personal awareness leads to self-determined change and resourcefulness
- How to detect obstacles that you tolerate in your own beliefs and behaviors and are likely in the way of your career success
- A critical 3 step rule for executive communications
- How to challenge yourself and build a life-long professional development plan

### **TRANSITIONING CUSTOMER SERVICE INTO CUSTOMER SATISFACTION Webinar**

Available online at your workstation through TargetSolutions, Self-Assign. [Access TargetSolutions](#)

Instructor: Sponsored by Alliance for Innovation

Target Audience: Everyone

It is quite common for a huge gap to exist between the customer's perceptions and your intentions for high quality customer service. The good news is this gap can be closed. This webinar takes participants through the keys to understanding the difference between customer service (the input) and customer satisfaction (the output). It explores the transition from complaint-based measurement vs satisfaction-based metrics in government services. Explains how a Customer Satisfaction Index (CSI) system aligns service and satisfaction so that leadership, management, frontline service providers, customers, the media and taxpayers all share similar expectations for what constitutes poor, mediocre and excellent service. Learn how to embed a focus on customer satisfaction into your organization's culture and day to day mindset.





# April Classes



## **JOB KNOWLEDGE** **CREATIVE THINKING RESTORED**

**Tuesday 4/05      8:30-4:00      #1023-01**

Instructor: Tyler Wade      Target Audience: Everyone

Increasingly, we are hearing about the importance of creative thinking in the workplace. In a recent survey of Fortune 500 CEOs, almost 60 percent of them ranked creativity higher than intelligence. However, research has shown that our creativity significantly declines from age five, and at age 40 most people have lost 98% of it. Do you want your creativity restored to solve problems and make decisions more effectively and efficiently? This course for anyone who wants to increase their creativity, and is designed to give you results before you leave the classroom. Upon completion of this course, participants will be better prepared to:

- Identify individual and organizational opportunities for creativity
- Overcome blocks to creativity
- Analyze situations that require creative thinking
- Be more creative in problem-solving and decision-making roles
- Implement five creative thinking tools

## **NEW EMPLOYEE ORIENTATION**

**Friday 04/15      8:30-3:30**

Instructor: CEO David Boesch, Human Resources, PPEO

Target Audience: New Employees are enrolled by OD

Welcome to Placer County! As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive learning games will keep you energized and engaged.

## **GOAL SETTING...THE ART OF TAKING CHARGE**

**Wednesday 4/27      8:30-11:00      #1032-01**

Instructor: Carol Scofield      Target Audience: Everyone

Are you overwhelmed, disorganized and exhausted in both your professional and personal life? Join in this fast paced, relevant, class to identify ways to:

- Identify the knowledge and skills needed to achieve your goals
- Organize your time and your resources
- Overcome barriers and limiting beliefs
- Increase your motivation to achieve
- Improve performance
- Make a plan and take action
- Celebrate success



# April Classes

## JOB KNOWLEDGE—CONTINUED

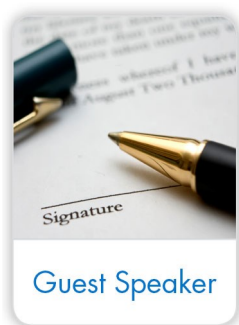
### GROWING YOUR PROFESSIONAL SELF

**Tuesday 04/12 8:30-11:00 #0681-05**

Instructor: Carol Scofield Target Audience: Everyone

In this high powered, fast paced two hour session, you will explore, practice and establish good working techniques for professional success. The class will include the following:

- Development of a personal message
- Your “elevator speech” to success
- Learn the art of turning problems into possibilities
- Shift from “Can’t” to “Why Not Me!” to broaden your opportunities for professional growth
- Identify power language and practice power conversations



### NEGOTIATION IN COMPLEX ENVIRONMENTS

**Thursday 4/28 8:30-4:00 #0905-02**

Instructor: Dr. Laree Kiely

Target Audience: Anyone preparing or managing contracts

The complexities and uncertainties facing most public service agencies in the State of California have always been challenging given the multiple funding streams, the local, state, and national level mandates, not to mention the multifaceted dynamics of the people they serve. These complexities are also mirrored in the contracts which must be negotiated on behalf of the County. In this session, employees will increase their skills and abilities for preparing and managing contracts, vendors and service providers.

This course covers the most current tried and tested behaviors in the field of negotiation. Learn how to achieve the most beneficial outcomes for all negotiating parties while ensuring the outcomes are in the best interest of the public and that negotiating parties' relationships remain positive.



## FEATURED GUEST SPEAKER

### NEGOTIATION IN COMPLEX ENVIRONMENTS

**Dr. Laree Kiely**, President and CEO of KGi, has 25 years' experience consulting, facilitating, teaching, and working with organizations and associations both nationally and internationally. She specializes in leadership, organizational readiness, organizational capacity building, and effective adaptation and innovative contribution during times of transformational change.



# April Classes



Managing  
People

## MANAGING PEOPLE

### FLSA: NEW DEVELOPMENTS AND HOT TOPICS

**Wednesday 4/06 9:00-12:00 #1024-01**

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [El Dorado Irrigation District, 2890 Mosquito Rd, Placerville CA](#)

Target Audience: Agency Counsel, Human Resources staff, Risk Management staff

**LCW does NOT cover Placer County specific codes and procedures.**

This workshop focuses on two ways to stay current on Fair Labor Standards Act (FLSA) issues: (1) how the most recent wage and hour decisions impact an agency's compensation of overtime-eligible and overtime-exempt employees and (2) practical advice for avoiding the FLSA danger zones.

## SICK AND DISABLED EMPLOYEES

**Wednesday 4/06 1:00-4:00 #1025-01**

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [El Dorado Irrigation District, 2890 Mosquito Rd, Placerville CA](#)

Target Audience: Supervisors, Managers, and Human Resources staff

**LCW does NOT cover Placer County specific codes and procedures.**

This hands-on workshop presents a series of real life case studies involving employees with both industrial and non-industrial illnesses and/or injuries. It addresses frequent challenges stemming from overlapping laws, including the Americans with Disabilities Act, the Fair Employment and Housing Act, the state and federal family and medical leave acts, Family Sick Leave, and others, including MOU provisions and the Worker's Compensation Act.



TargetSolutions

## TARGETSOLUTIONS ONLINE COURSES

TargetSolutions has professional development courses to help employees perform more efficiently and effectively in the workplace. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, use the search word "SMART."

### SMART TIME MANAGEMENT

TargetSolutions' interactive management courses are designed to help one gain a general knowledge of various techniques required to interact with co-workers, supervisors, managers, clients, and vendors.

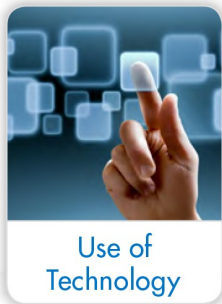
Courses available online at your workstation through TargetSolutions, Self-Assign.

[Access TargetSolutions](#)

- [7 Steps to Regaining Control of Your Day](#)
- [The 80/20 Rule for Making Every Minute Count](#)



# April Classes



## USE OF TECHNOLOGY

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

### WORD 2010—LEVEL 2

**Thursday 4/21 8:30-4:00 #0508-05**

Instructor: ISInc. Staff Target Audience: Experienced Word Users

This course is designed for persons who are able to create and modify standard business documents in Microsoft Word, but need to know how to create or modify complex business documents. After completing this course students will know how to:

- Manage lists
- Customize tables and charts
- Format a document using styles and themes
- Create customized graphic elements
- Insert content using Quick Parts
- Use templates to automate document creation
- Use the mail merge function
- Use macros to automate common tasks

### EXCEL 2010—LEVEL 1

**Tuesday 4/26 8:30-4:00 #0509-15**

Instructor: ISInc. Staff Target Audience: Beginning Excel Users

This course is designed for students who desire to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2010 Worksheets. Upon successful completion of this course, students will be able to:

- Create a basic worksheet
- Perform calculations in an Excel worksheet
- Modify an excel worksheet
- Format a worksheet

### EXCEL 2010 LEVEL 2

**Thursday 4/28 8:30-4:00 #0510-21**

Instructor: ISInc. Staff Target Audience: Experienced Excel Users

After completing this course, students will know how to:

- Use advanced formulas
- Organize worksheet and table data using various techniques
- Create and modify charts
- Analyze data using PivotTables, Slicers, and Pivot Charts
- Insert and modify graphic objects in a worksheet
- Customize and enhance workbooks





# April Classes



## USE OF TECHNOLOGY—TARGETSOLUTIONS ONLINE COURSES **Can't make it to one of the instructor led computer courses? Try Online.**

TargetSolutions has professional development courses to help employees perform more efficiently and effectively in the workplace. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, use the search word "SMART."

### **SMART OFFICE**

Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills.

Courses available online at [your workstation through TargetSolutions, Self-Assign.](#)  
[Access TargetSolutions](#)

### **SMART OFFICE | EXCEL**

[Excel Essential Training I](#)

[Excel Essential Training II](#)

### **SMART OFFICE | OUTLOOK**

[Outlook 2010 Essential Training](#)

[Outlook 2010 Essential Training II](#)

### **SMART OFFICE | POWERPOINT**

[PowerPoint 2010 Essential Training](#)

[PowerPoint 2010 Essential Training II](#)

### **SMART OFFICE | WORD**

[Word 2010 Essential Training](#)

[Word 2010 Essential Training II](#)

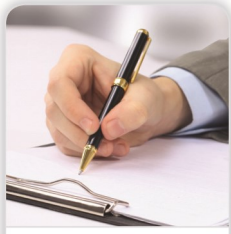


# TARGETSOLUTIONS

**SMART • ONLINE • COURSES**

**Read More >>**

# April Classes



Writing

## WRITING—TARGETSOLUTIONS ONLINE COURSES

TargetSolutions has professional development courses to help employees perform more efficiently and effectively in the workplace. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, use the search word "SMART."

### SMART BUSINESS WRITING

In today's business world, e-mails, proposals, and reports are important forms of business communication. These interactive online courses educate employees on communication best practices in a professional setting.

Available online at your workstation through TargetSolutions, Self-Assign.

[Access TargetSolutions](#)

- 4 Stages to Writing Your Best
- Email Do's and Don'ts
- How to Write Powerful & Persuasive Emails
- Short, Sweet and To-The-Point Reports
- Tackling the Technical Proposal
- Writing Effective Emails



CSAC INSTITUTE FOR  
EXCELLENCE IN  
COUNTY GOVERNMENT  
**LEARN • GROW • ACHIEVE**

LEARNING for county officials and staff

CSAC Institute provides professional, high quality continuing education experiences to you in a comprehensive manner.

Visit [www.csacinstitute.org](http://www.csacinstitute.org) for class schedules



CALIFORNIA STATE ASSOCIATION OF COUNTIES